



In Touch ...

Newsletter by Employees, for Employees
of the American Printing House for the Blind, Inc.

November · December, 2002

Teamwork Works: Tape Duplication Department Makes APH History

Steven Paris, Production

Teamwork is a focal point in all production processes. Without a team effort, then somewhere there is failure. For the month of September, the Tape Duplication Department has shown what teamwork is all about.

In the process of converting the equipment in the department to receive new digital recordings, we had to overcome many obstacles. The Talking Book Studio conversion from analog to digital recording produced more digital titles than Tape Duplication could handle. To keep duplicator operations flowing, we had to convert some of the titles back to analog, requiring much help from the master technicians. Since we had only one digital bin and two analog bins in operation, the duplicating process was a very large task to handle.

We finally had to make the quick decision to convert a second duplicator to receive digital files from the studio. I went to **Dave McGee**,



The amazing tape duplication team.

senior technician, whose main job is to keep all equipment in the department operational. When I presented this challenge to him, he looked at me as if I had lost my mind. Dave loves a challenge, however, and after a little creative thinking he agreed to give it a try.

In order for Dave to spend the majority of his time converting the duplicator to digital, we needed **Mike Druin** and **Derek Schoen** to cover the other responsibilities of keeping the department going. The conversion went well, but to use the duplicator for National Library Services for the Blind and Physically Handicapped (NLS) production, we had to send samples for their approval. It took NLS about three weeks to notify us that our efforts had succeeded.

With the problems we had to overcome, department staff worked overtime in order to meet all of the project due dates. Working 11 hours each day, cassettes were shipped out the door in record time.

Upcoming Holidays...

Thanksgiving - Thursday, November 28
and Friday, November 29

Christmas - Tuesday, December 24 and
Wednesday, December 25

New Year's Day - Wednesday,
January 1, 2003

Special Event
APH Holiday Luncheon
Friday, December 20

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This accomplishment could not have been made without the enormous amount of help we received from employees in other areas of the company. Some of the departments that helped us are: Quality Control, Electronic Product Repair, Large Type, Braille Translation, Shipping, Maintenance, CTS, office support, and many more that I am certain I have missed.

This team effort made a major milestone in Tape Duplication history. In September, we shipped 525,043 cassettes, which is the largest number of cassettes ever shipped in one month. (In the early 1980s, we only produced 500,000 cassettes in one YEAR.)

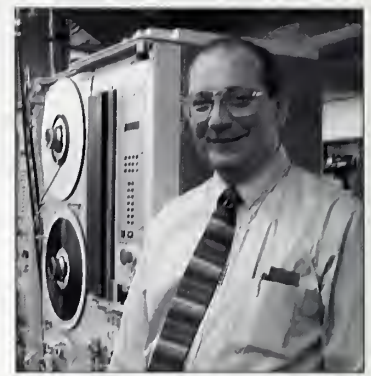
Because of this major accomplishment, we also broke the record for producing cassettes in one year, with a grand total of 4,042,111 cassettes

produced in FY 2002!

This type of teamwork shows that everyone plays a very important part in our processes from beginning to end.

Thanks to every one that made it possible.

It is not just Tape Duplication, it is APH, and we are a team.



Steven Paris,
Production Manager

NOTE: *Dave McGee has accepted a position in the Technical Research Department. Dave has been a very important part of Tape Duplication over the 23 years he has been APH. Congratulations Dave! You will be missed.*



Callahan Museum Expands to Ground Floor

Carol Tobe, *Public Affairs*

A tribute to APH plant workers, *The Way We Worked*, is an exhibit recently assembled outside the Product Repair Department with examples of historic machinery once used here at APH. Along with the machines, some of which date to the late 1800s, are photographs of the machines in use. Also on display is the 1880 Hall safe “personalized” for APH and decorated with elaborate Victorian designs and decorative painting. On October 28, 2002, professional safe movers brought the 4,000-pound safe from the vault, where it had been stored since the building was built in 1883.

When the museum was in its planning stages in the early 1990s, these historic machines were accessioned as part of the museum collection. They were tagged and stored in the salvage area where they were patiently tolerated by the maintenance staff. **John Zininger** suggested the Hall safe as a potential museum exhibit and

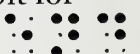
showed us its hiding place in the old vault, as well as a treasure trove of APH archival records, including the safe’s original receipt.



Carol Tobe, *Museum Director,*
and the historic Hall safe,
purchased by APH in 1880 for \$250. An enlarged copy of the purchase receipt hangs on the wall nearby.

Since most of these objects were much too heavy and cumbersome to go in the museum, we kept them on the ground floor and built the exhibits there.

We look forward to hearing about the experience of our veteran workers who used these machines and will soon have a place near the exhibit for people to share their memories.



Tuck Tinsley Serves as Grand Marshall of the Helen Keller Festival

Nancy Lacewell, Public Affairs

APH President **Tuck Tinsley** had the honor of serving as Grand Marshall in the Helen Keller Festival 2002 this past June in Tuscumbia, Alabama, birthplace of **Helen Keller**. This annual festival, in its 24th year, attracts thousands of people from across the country to honor the life of “America’s First Lady of Courage.”

Keller Johnson Thompson, great-great-niece of Helen Keller, says that the week-long festival honors not only Helen Keller, but “all others who have made a difference, in spite of disabilities.” Ms. Thompson currently works as an ambassador for the American Foundation for the Blind (AFB), the same position Helen Keller held for much of her adult life. She also served as chairperson of this year’s Helen Keller Festival.

When asked why she nominated Tuck Tinsley to serve in the very prestigious role of parade Grand Marshall, Ms. Thompson said, “I have had the pleasure of meeting Tuck and found him extremely personable — a true southern gentleman! As the leader of the American Printing House for the Blind, the work that Tuck does is so important in making the world a better place for blind and visually impaired people. He was an excellent choice to serve as parade Grand Marshall, and he did a great job. Everyone loved him!”

Carl Augusto, president of AFB, strongly supported Tuck’s nomination as Grand Marshall.



***Tuck Tinsley** visited the water pump where Helen Keller spoke her first words in Tuscumbia, Alabama.*

He says, “Helen Keller was a role model and an inspiration for all of us. But for those who work in the blindness field, she is especially appreciated as a champion for equal opportunities for blind and visually impaired people. Tuck Tinsley represents the very best in the blindness field, and he clearly exemplifies Helen Keller’s qualities of leadership and courage in ‘championing the cause.’ Tuck made a wonderful Grand Marshall in the Helen Keller Festival parade!” **Congratulations, Tuck! We’re proud of you!**

For more information on the Helen Keller Festival, their website is:

www.helenkellerfestival.com

Phone number: (256) 383-0783



APH In Touch

Production Staff: **Gary Mudd**, **Nancy Lacewell**, and **Becky Snider** (Public Affairs)

Scott Blome and **Bridgett Johnson** (Communications)

Distribution Manager: **Becky Snider** (895-2405 ext. 356)



The In Touch

Bulletin Board

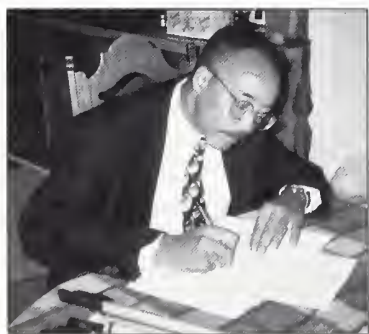
The Customer Relations Department reports that September was a record month for sales. During the last week for Federal Quota customers to place orders in fiscal year 2002, Order Entry Representatives hand entered 1,469 orders, while Customer Service Representatives talked with hundreds of customers regarding their orders. Total sales for the month of September were \$4, 698,275.74! Congratulations on a job well done!

Best wishes to **Amy Michelle Moore**, who married **Jeffrey Paul Shumate** on October 4th. Amy is the daughter of **Phillip Moore** (Planning) and **Jean Moore** (ATIC). Jeff is in the United States Navy Reserve and was told his unit will be called to serve in Kuwait within 6 months. **Ron Gadson** (Maintenance) officiated at the small, impromptu wedding ceremony at Jean and Phillip's home. Just immediate family members were present. Congratulations to the proud



Mr. and Mrs. Jeff Shumate

parents of a beautiful bride!



Ron Gadson signed the marriage license for **Amy and Jeff Shumate** making it official!

Welcome new APH employees! **Michael Horton**, **Darick Chamberlin** and **Janet Boyd** (Studio), **Dawn Eadens** (Customer Relations), **Jenny Dortch** and **Rosanne Hoffman** (Educational Research), **Teresa Rice** (Tape Duplication), and **Larry Trosper** (Braille Production).

Congratulations to **Matthew Witten** (Resource Services) on his marriage to **Brenda Blazer**.

The couple was married at St. Francis of Assisi Church



Mr. and Mrs. Matthew Witten

on September 14, and took their honeymoon in Disney World. Brenda works at The Family Place: A Child Abuse Treatment Agency.

Congratulations to **Alice Barnes** (Development) on the birth of her first grandchild on October 11! **Audrey Cheyenne Spradlin** is the daughter of Alice's daughter, **Krystal**, and **T. J. Spradlin**, both of Salem, Indiana. She weighed 7 lbs. 13 1/2 oz. and was 21 1/2 inches long at birth.



*One of the world's newest grandmothers, **Alice Barnes**, shows off her granddaughter **Audrey**.*

Send Us Your News for the Next Issue!



The following employees have transferred to new departments: **Cathy Coddington** (from Educational Aids to Security/Slate/Housekeeping), **Winifred Ritchey** (from

Studio to Educational Aids), and **Charles Hector** (from Braille Production to Educational Aids).



Product Spotlight

Studio Recorder..



Larry Skutchan, Technical Research

Studio Recorder is a software package designed to record and edit digital audio content. This program has been under development for over 2 years and has just been finalized for its initial release as APH's latest software product.

While there are other digital audio editing products on the market, Studio Recorder is the only one focusing on spoken word content. In addition to its lightning fast editing functionality, the program provides a simple user interface, phrase detection, and time scale modification (the ability to speed up the playback without distorting the pitch.) The software also contains functions that help with work that is destined for reproduction on cassette tape. Features like the ability to generate and remove index tones, an alarm for approaching the end of a cassette side, and drop-in sounds are just a few features that aid in such an environment.

In addition, Studio Recorder uses the familiar narrator controls for starting, stopping, and rewinding tape and integrates an intercom system that facilitates communication between the narrator and the monitor. This software provides studio staff with familiar controls and increases their flexibility when working with audio content. Several of the

narrators state that the software works just like the equipment they are already familiar with and removes the downsides of working with analog masters.

The National Library Service (NLS) recently mandated that the recording masters that we provide to them need to be presented in digital format instead of reel-to-reel tape as done in the past, and Studio Recorder is the software we use to create those masters.

Programmer **Rob Meredith**, Research Assistant **Monica Coffey**, and Project Leader **Larry Skutchan** have worked very closely with studio staff **John Zininger**, **Carol Stewart**, **David McGee**, **Jack Decker**, and several of the narrators to tailor this product for APH's future needs in the digital recording area. Proofreader **Gary Jones**, now uses the software to quality check the studio work on the digital masters.

Thanks to the great team at APH, we have been able to produce a product that both meets our internal needs and provides a powerful tool for students, parents, teachers, and other customers interested in producing and editing digital audio content.



**STUDIO
RECORDER**



Featured Employee:

Mario Eiland



Kate Bowers, Public Affairs Intern

Mario Eiland was born in Colombia, South America. When he was 11, he was adopted and moved to Milwaukie, Oregon, where he lived with his adoptive parents, brother, and two sisters. Mario's taste for adventure was evident from an early age — he loved to climb trees and ride a moped.

Mario attended Oregon State University, where he was the only blind student enrolled at that time. Always looking for an adventure, Mario spent eighteen months in Germany, learning German and studying computer science. He returned to Oregon and eventually earned a degree in business administration, with minors in Spanish and German.

After college, Mario spent six months in Costa Rica, where he worked at a rehabilitation center for people with disabilities, demonstrating technology that blind people could use to further their independence. He also helped raise \$10,000 so that the organization could purchase more equipment.


Mario left Costa Rica and returned to Oregon in 1998, where his job search eventually led him to Louisville. Mario called APH looking for tech work, and within two weeks he moved to Louisville and began working as an Expert Database Technical Support Specialist. His project was to create and write articles for Fred's Head, a database of tips and techniques for the blind.

Since then, Mario has moved from Resource Services to Research, where he is a programmer. Until



recently, **Mario and Sharon Eiland** Mario had not considered himself to be high-tech-minded. Now, he says, "I wasn't a programmer, but I am now, and I love it!" As a programmer, Mario works with Visual Basic; he is currently developing a reverse braille translator component and a talking word puzzle.

"I'm very active outside of work," boasts Mario. "I'm always hiking, weightlifting, or going to concerts or movies." Mario recently married **Sharon Williams**, the daughter of **Janet Williams** (Braille). He met Sharon, who works for Insight Communications, in 1999, and has found her to be "everything I would hope to find in a woman."

Even with a great job and a new marriage, Mario doesn't have plans to slow down anytime soon. He would like to go back to school to earn a Master's Degree in International Management. Mario also loves to travel and hopes to explore Europe and South America some day. 

Apparently Mario Eiland hasn't changed a bit since he was a young boy, and his "clues" were dead giveaways! Almost everyone at APH guessed that Mario is our featured employee this

month. First to "call in" were **Malcolm Turner, Jan Williams, Rosanne Broome, Laura Myers, Denise** and **Dennis Franklin**, and **Ron Gadson**.



Featured Employee:

Next Issue



Who is this? Some “helpful” clues...

- One of her father’s jobs was to guard shirts at night.
- She has much experience counting money and says it is a very dirty job.
- She used to be a uniform person, but now she’s more of a geek.
- She is a delightful person and always has a smile to share.
- Chili with spaghetti is one of her favorite foods.
- She is an experienced bargain shopper and knows every outlet mall in the region.



Continuous Improvement Corner

Arthur Vaughn, Human Resources

We have had a last minute “flood” of savings come through the Continuous Improvement program in September. As expected, the Finance/Accounting Team really came through again. We are currently sorting through the final savings, making sure we capture all possibilities.

We started off the year with a goal of saving \$200,000 through the CI program. I thought this to be a lofty goal — probably well out of our reach — but something we could aim for. A lot of teams were able to contribute to the savings and most teams were able to recognize some improvements this year. I am very proud of all the teams that have made this year a success, and I want to thank everyone who attended CI meetings and tried to make improvements.

Even with all the great things the CI program has accomplished in the last several years, there is still need for improvement and change. “Always

looking for a better way” is the basis for Continuous Improvement. We will continue to look for savings (we do this well) but, in 2003 we are going to focus more on Quality Assurance, ensuring that we make the best possible products for our customers, and that we deliver them on time and correctly the first time. We will combine this with our effort to expand and redefine our safety program to make 2003 a year of many improvements.

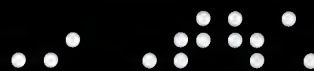
**Oh, how much did we save in 2002
you ask? Only \$197,747.33 - Not bad at all !**





Employee

Birthdays



November

2 Jerry Pardue
Maxine Floden
3 Winifred Ritchey
5 Marilyn Cheatham
Barbara Wathen
6 Eutiva Frank
7 Mary Monroe
11 Monica Thurston
14 Victoria Osborne
Joanie O'Brien
Everett Logsdon
15 Carol Roderick
Sheila Lambert
16 Margaret White
Jack Fox
18 Artina Paris
19 B.J. Reece
20 Rebecca Bodnar

21 Christine Anderson
22 Patricia Pryor
24 Lou Tingle
27 Terrence Nord
Rosanne Hoffman
Fred Otto
28 Elaine Kitchel
30 Rodger Smith
Micheal Scrogam

December

1 Mary Crawford
2 Rudolph Maresz
4 Eleanor Pester
5 Debra Decker
6 Malcolm Turner
7 Thomas Fincher
Bonnie Williamson
8 Tonya Pezzarossi
9 Mary Frye

11 Robert Conaghan
12 Janice Banks
13 Dorothea Parks
Sharon Harrah
15 Will D. Evans
16 John Hedges
17 Michelle Alexander
18 Madelyn Buzzard
Mees
19 Laura Myers
Suzanne Murphy
Steve Mullins
21 Mary Nelle
McLennan
Fred Gissoni
Bob Brasher
24 Daniela Brooks
25 Eva Brewer
29 Chris Garr

January

2 John Volz
5 Sandra Raley
7 Phillip Moore
9 Rhonda Carlton
Jo Ann Hardesty
11 Gail Merideth
Janis Gray
12 Nancy Etter
13 Matthew Witten
15 Bobbia Mackey
Tim House
18 David Hines
19 Rose Zinious
20 Rodger Miller
Phyllis Williams
22 Karen Blaker
Gary Jones
25 Kwain Tarrence
29 Ron Overstreet
30 Amy Jones
Carol Stewart
Tristan Pierce
Mary Oliver
Anna Fox



In Touch ...

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